

Complaints Policy

We hope that your Apprenticeship/Learning Programme with Green Labyrinth will be a good one. If this is not the case then you are encouraged to make this known to us. In dealing with any complaint from a learner Green Labyrinth will:

- Deal with the complaint in a fair and transparent manner
- take into account the **Equality and Diversity Policy**
- take into account the **Appeals Policy**
- ensure students are aware of the awarding organisation complaints policy and procedure
- comply with the awarding organisation's complaints policy and procedure
- deal swiftly and fairly with complaints to the best of its ability

Making a complaint

Complainants should provide the following information to the Operations Manager / Green Labyrinth to enable speedy handling of the complaint and ensure that proper records are kept, including:

- name and contact details of the complainant
- description of the complaint
- names of persons involved with the complaint, including all of those who have already dealt with the complaint
- details of any papers, letters, emails that are relevant to the complaint

Dealing with a complaint

In dealing with the complaint Green Labyrinth will respect the confidentiality of the complainant and will comply with whistle blowing and equality legislation.

The Operations Manager will acknowledge the receipt of the complaint within one week and conduct the investigation into the complaint within four weeks. Meetings to investigate the complaint will involve the Operations Manager, the complainant, a friend or supporter of the complainant, and a representative of any person or organisation referred to in the complaint. Written records will be kept of the meeting(s). At the conclusion of the investigation the Operations Manager will provide the complainant with a report stating:

- whether the complaint is upheld or rejected
- the actions Green Labyrinth will take in response to the complaint
- any compensation or redress that is offered
- the formal response to the details of the complaint

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V3	QP15	26/04/2021	SM/SW	All employees	26/04/2022



Right of Further Referral

The complainant is at liberty to lodge a further grievance if they are dissatisfied with the report and may refer their complaint to the funding partner and/or Awarding Organisation if they believe that Green Labyrinth is unable to deal with their complaint effectively or provide a satisfactory conclusion.

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